

Kids Fundraising Complaints Policy

We welcome and value all feedback, positive and negative, as this enables us to listen, learn and improve what we do and how.

This guide describes how you can make a compliment, comment or complaint about Kids Fundraising.

Fundraising with integrity is important to us at Kids but we may get it wrong from time to time and your feedback on how to improve is important to us. If you have a complaint to make, it's also important that we hear from you. We review all feedback on a regular basis and learn from it.

How to make a complaint

You can contact our Fundraising Team by telephone from 9.00am to 5.00pm Monday to Friday on 0330 460 9872 or drop us an email at fundraising@kids.org.uk or, if you prefer, you can write to us at

Kids Fundraising
249 Birmingham Road
Wylde Green
Sutton Coldfield
West Midlands
B72 1EA

Alternately, you can complete our online form at <http://www.kids.org.uk/making-a-complaint>

In order that we can investigate your concern promptly and thoroughly, please provide us with as much relevant information as possible, including:

- the reason for your complaint
- details of your concerns, including any relevant dates
- the name of or any description of anyone involved

- copies of any materials to support your complaint
- your contact details (name, address/or email, daytime telephone number).

We will try to resolve the complaint as quickly as possible. We will acknowledge your complaint within 3 working days and aim to provide you with a full response within 14 working days and to your satisfaction.

All complaints are reviewed by the Director of Fundraising and Engagement.

If you do not hear from us within 14 days, or are not satisfied with our response you can contact the Fundraising Regulator (FR) at:

<http://www.fundraisingregulator.org.uk/complaints> or on 0300 999 3407.

If your complaint relates to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator:

The Information Commissioner's Office (ICO) at 0303 123 1113 or visit www.ico.org.uk.

Getting help to make your complaint

If you have trouble putting your complaint in writing, or want this information in another format, such as large font or Braille, please let us know. You can contact us by emailing fundraising@kids.org.uk. Kids will also provide details of independent Advocacy Services who can support you in sharing a complaint with us.